ANIMAL SERVICES DEPARTMENT

I. DEPARTMENT MISSION

The Animal Services Department works to:

- Protect the citizens of Contra Costa County from animal related disease and from any animal injury.
- Encourage responsible pet ownership and the humane treatment of animals.
- Enforce State laws and County ordinances relating to animal control and welfare.
- Prevent animal cruelty, abuse, and neglect.
- Reduce the number of animals that are euthanized by the County.
- Maximize the number of dogs licensed in the County.
- Educate the public regarding responsible pet ownership.
- Shelter homeless, abandoned, and lost animals.
- Provide a high level of humane care for all animals in our custody regardless of temperament or condition.
- Place animals in safe and caring homes.

II. MAJOR PROGRAM DESCRIPTIONS

A. OPERATIONS

The Department is responsible for all field and shelter activities throughout Contra Costa County with the exception of the City of Antioch. Our services include, but are not limited to:

- Animal licensing
- Animal adoption
- Humane education
- Lost & found program
- Rabies control
- Leash law enforcement
- Stray and injured animal pickup
- Investigation of animal cruelty and neglect
- Enforcement of the potentially dangerous and dangerous animal ordinances
- Barking dog complaints
- Dead animal pickup
- Police search warrant assistance
- 24/7 response to citizen requests for service

B. ADMINISTRATIVE DIVISION

This division provides administrative support by managing the Department's budgeting, personnel, affirmative action, records retention, volunteer programs, education, and data processing programs.

C. SPAY/NEUTER & VACCINATION CLINIC

This division operates the low-cost spay/neuter clinic, and in 2012 the Department altered approximately 7,265 animals in a continued effort to reduce the County's pet over-population problem.

D. DEPARTMENT DATA

BUDGET: \$10,738,199¹

FTE: 78

CLASSIFICATION ALLOCATED **POSITIONS** Director 1 **Deputy Director** 1 Administrative Services Officer 1 **Executive Secretary** 1 Office Manager 1 **Clerical Supervisor** 1 **Animal Services Lieutenants** 4 **Animal Services Sergeant** 5 **Animal Services Officers** 22 Senior Animal Center Technicians 2 **Animal Center Technicians** 9 3 **Utility Workers** Clerk Specialist 5 Senior Clerk 8 **Animal Services Clerk** 4 Animal Services Volunteer Coordinator 1 Community Outreach & Education Coordinator 1 Registered Veterinary Technicians 5 Secretary Advanced Level 1 Special Services Worker II Animal Center Operations Supervisor 1 **TOTALS** 78

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¹ Proposed draft FY 2013-2014 Budget

III. DEPARTMENT ACCOMPLISHMENTS

A. OPERATIONS

- The Department's veterinarian supervised shelter program provides a high level of veterinary care and treatment for all of the animals at our shelters.
 - All animals brought into the shelter are examined by a veterinarian and are vaccinated for common animal diseases.
 - Diagnosed injuries and medical conditions are treated at the shelter.
 - All adopted animals are again examined prior to adoption and before they leave our shelters.
 - All adopted animals are microchipped prior to leaving the shelter.
 - In 2012, the Department increased the number of Registered Veterinary Technicians from three to five, and expanded work schedules to provide a higher level of care. The additional staff has allowed the Department to create a swing shift which allows for additional shelter and return to owner surgeries as well as a decrease in the number of animals going to emergency clinics.
 - The Department has also implemented a new program to microchip impounded dogs and cats prior to their return to their owners.
- 2. Animal exercise areas at the Martinez shelter have been significantly expanded and improved to permit our many volunteers to provide shelter animals with outdoor exercise and socialization.
- 3. Dog kennels for both shelters have all been covered at the top to prevent dogs from climbing out and injuring themselves and/or others.
- 4. The Department implemented a number of additional free dog obedience classes to promote adoptions and to help dog owners become better pet owners which will help reduce the number of dogs surrendered to the shelter.
- 5. The Department continues to work with Bay Area public and private shelters to periodically make inter-shelter transfers of animals we are unable to place.
- 6. All dogs and cats are spayed or neutered prior to their adoption. Puppies and kittens are spayed or neutered when they are approximately eight weeks old.
- 7. The Department continues to expand its' "foster" program in which underage kittens that are too young to be adopted are placed in foster

homes and cared for until they can sustain themselves, and are the returned to the shelter when they are approximately eight weeks old for adoptive placement. Approximately 1,500 kittens per year go through our foster program until they are old enough to be adopted into caring homes.

- 8. Seven years ago, the Department first collaborated with local animal welfare groups to host the first "Snip n Time" feral cat spay/neuter clinic with the goal to aggressively fight the overpopulation of feral cats. The collaboration has grown into what is now called S.N.I.P. Spay Neuter Impact Program. The Department continues to host these quarterly, free, feral cat spay/neuter clinics. In 2012, the Department hosted five clinics and spayed and neutered over 1,000 feral cats.
- 2. The Department has expanded its' medical teaching program by providing a training site for veterinary interns and registered veterinary technicians.
- 9. The Department upgraded its air link EVDO wireless system in all field vehicles to Verizon 4G LTE air cards and AreoHive BR100 Routers. This system provides the Department with high speed wireless communications back to the Department's primary kennel intake application; increases cell coverage area resulting in less loss of signal, improved "up time" and more productive units; and increases application updates and system uploads to the laptops in the field vehicles.

B. ADMINISTRATIVE SERVICES

- 1. The Department's upgraded web page www.ccasd.org provides a wide range of interactive services for the public, including images of all animals in both shelters, which serves to not only assist the owners of lost pets in reuniting with their animals, but also provides those residents interested in adopting a pet easy access to the many animals at the shelter who are looking for a new home. The new webpage also enables County residents to be able to renew their animal license on-line which is a service that continues to be well received by the public.
- 2. In 2012, through the Volunteer Program, over 220 volunteers donated approximately 21,596 hours in varied activities enhancing the County program. Volunteers assist with animal lost and found, animal exercise, animal grooming, spay clinic appointments, adoption outreach, remote adoptions, animal transportation, animal transfers to available shelter space, animal rescue group assistance, and foster placements.

The Department increased monthly mobile adoptions from 11 to 15 and added a new Sunday mobile adoption event that is held every

Sunday in front of the Martinez shelter. In 2012, the Department adopted out 7,126 animals.

The Department increased its' use of modern technology to better showcase adoptable animals. Volunteers filmed more than 200 adoption videos that were posted on YouTube and the Department's Facebook page and special events were advertised on the Department website and Facebook page.

The Department added additional slots to its' daily surgery schedule to address the overpopulation of feral and community cats.

3. The Department's 2012 Humane Education Program hosted a wide range of educational programs to help students learn kindness and compassion toward animals, the environment, and people. In the past fiscal year approximately 86 presentations were given to over 4,650 children and adults at schools, other community locations throughout the County and both shelters. In addition, the Department continues to participate in special events such as the annual "Project Homeless Connect" this past June where the Department provided free wellness exams, free vaccinations, and microchips for pets owned by homeless residents. The Humane Education program has been recognized by the Association of Professional Humane Educators for its work with schools.

IV. DEPARTMENT CHALLENGES

A. INTERNAL TO DEPARTMENT

The State of California's 2009 decision to suspend the funding for the "Hayden Law" but not the legislation itself continues to create challenges. The Hayden Law increased the minimum hold times for animals and prescribed the level of care to be provided. To place as many animals in caring homes as possible the Department has not reduced the holding period, but instead has continued to maintain the holding period established in the Hayden bill as the minimum time an animal is held. This allows owners adequate time to reclaim their pets before animals are made available for adoption; or if unsuitable for adoption to the general public, allows for placement through one of the over 200 animal rescue organizations that work with the Department. Managing the shelter population, which was at capacity throughout 2012, continues to place additional strain on Department resources with the lack of funding from the state to support the program.

B. INTERNAL TO COUNTY OPERATIONS

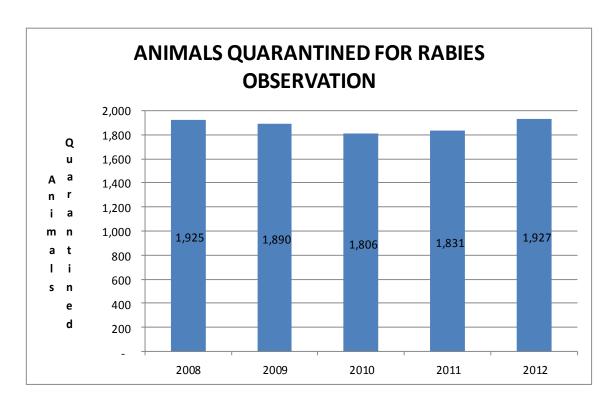
The Department's ongoing challenge is to continue its best efforts to maintain program operations at satisfactory levels during times of continued financial constraints and increased shelter volume.

C. EXTERNAL TO COUNTY OPERATIONS

The Department continues to collaborate with local animal welfare and humane society organizations in an effort to increase adoption levels. These efforts, in concert with the Department's assertive pet spay/neuter and adoption programs should, over time, result in reduced rates of euthanasia and a continued increase in adopted animals.

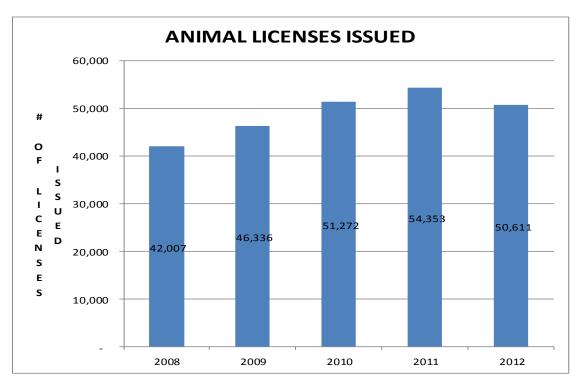
V. 2012 PERFORMANCE INDICATORS

Objective: Continue to protect the public from rabies by quarantine of biter animals for observation and identification of animals that test positive for rabies.



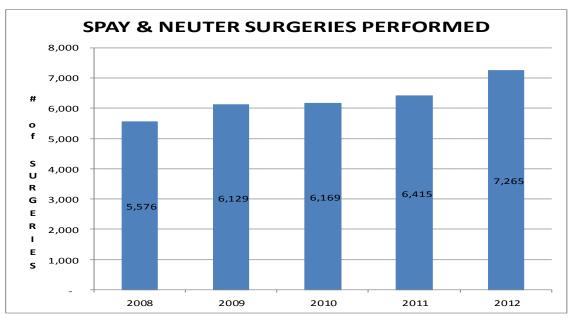
A total of 1,927 animals were quarantined for rabies observation during 2012.

Objective: Continue to increase the number of animal licenses issued to County residents.



While the Department has been successful in increasing animal license sales by approximately 20.5% from 2008 to 2012, it is estimated that less than 25% of the dogs in Contra Costa County are currently licensed. The Department will continue its efforts to increase the number of animal licenses in 2013.

Objective: Continue to increase the number of spay and neuter surgeries.



The Department has increased it's spay and neuter surgeries 30.3% from 2008 to 2012. The Department plans to continue to commit additional resources in 2013 to increase the number of spay and neuter surgeries being performed.